



## DEPARTMENT OF THE NAVY

DIRECTOR NAVAL RESERVE INFORMATION SYSTEMS OFFICE  
4400 DAUPHINE STREET  
NEW ORLEANS, LOUISIANA 70146-5401

NAVRESINFOSYSOFFINST 4330.2  
N2

21 Jul 97

### NAVRESINFOSYSOFFINST 4330.2

Subj: UTILIZATION OF CONTRACT SUPPORT SERVICES/CONTRACT  
DELIVERABLE EVALUATION

Ref: (a) SECNAVINST 5370.2H  
(b) SECNAVINST 4200.27A

Encl: (1) Request for Contractor Support/Services  
(2) Norman anti-Virus Configuration (95-SEMA-298)  
(3) Instructions for Completion of Enclosure (1)

1. Purpose. To establish internal procedures to utilize existing Information Systems Technology (IST) support service.

2. Background. This procedure applies to all Naval Reserve Information Systems Office (NAVRESINFOSYSOFF) personnel who interface with contractor personnel in the performance of managerial, technical, and administrative assignments. Compliance is required to prevent unauthorized commitments.

3. Responsibilities.

a. The Contracting Officer's Representative (COR) is responsible for quality assurance and guidance in support of contract services.

b. Department Heads are responsible for ensuring that all personnel strictly adhere to reference (a), "Standards of Conduct and Government Ethics."

4. Action. Utilization of Contract Support Services.

a. Request for Contractor Support/Services.  
NAVRESINFOSYSOFF personnel must complete enclosure (1), to request contractor tasks not contained in the Statement of Work (SOW). If there is any doubt about the task being within the scope of the contract, don't task the contractor verbally or in writing without going through the COR. Submit the request to the COR for approval via your Department Head, and any other Department Head cognizant responsibility. Submission is to be submitted via E-mail. If approved, the COR will forward the request to the contractor for action. If disapproved, the COR will return it to the requester via the Department Head stating the reason for disapproval. Due dates are required for all requested tasks.

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b. Contract Deliverables. The COR will forward each deliverable by memorandum, enclosure (2), to the appropriate Department Head. The Department Head must annotate whether the deliverable is acceptable, make comment, and return the memorandum to COR for retention. The completed memorandum is used as supporting documentation for services performed under the contract.

c. Use of Overtime. Contractor overtime may be authorized only by PCO. However, if there is a mission critical requirement for contractor personnel to work, get COR approval via E-mail for contractor to work extended hours (time paid at normal pay rate) prior to overtime being performed. At no time will extended hours be performed without prior approval of the COR.

d. Support Material. Generic support material such as file folders, diskettes and binders will not be requested or obtained from or by the contractors, or their subcontractors, prior to obtaining COR approval using enclosure (1).

#### 5. Restrictions

a. All NAVRESINFOSYSOFF personnel must ensure that the guidelines published in reference (b) are strictly followed. Questions or doubts regarding these guidelines shall be brought to the attention of the COR.

b. Do not issue instructions to the contractor on the way to perform a task.

c. Do not supervise contractor. It is illegal.

d. Do not use contractor personnel as if they were Government employees. Avoid personal services situations.

  
D. A. WIKENHEISER

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**MEMORANDUM**

From: \_\_\_\_\_, Extension \_\_\_\_\_  
To: Contracting Officer's Representative (COR)

Subj: REQUEST FOR CONTRACTOR SUPPORT/SERVICES

Ref: (a) NAVRESINFOSYSOFFINST 4330.1

1. Per reference (a), I request that the task/service described below be completed by the contractor.

(a) TITLE: \_\_\_\_\_

(b) REFERENCE DELIVERY ORDER: \_\_\_\_\_ TASK NUMBER \_\_\_\_\_

(c) DESCRIPTION OF THE REQUESTED TASK/SERVICE: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(d) JUSTIFICATION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(e) DUE DATE: \_\_\_\_\_

(f) Coordinated with : \_\_\_\_\_

\_\_\_\_\_  
(Signature)

-----  
**FIRST ENDORSEMENT**

From: Contracting Officer's Representative (COR)  
To: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Approved and forwarded to the contractor  
Returned for further information prior to approval  
Disapproved and returned for reasons indicated below

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NAVRESINFOSYSOFFINST 4330.2  
N2

**MEMORANDUM**

From: Alternate Contracting Officer's Representative  
To: N53

Subj: NORMAN ANTI-VIRUS CONFIGURATION (95-SEMA-298)

Ref: (a) Contract Number NO0140-89-D-1142

Encl: (1) Norman Armour Anti-Virus Product Examination  
(30950620011)

1. Enclosure (1) is submitted for your review and acceptance.  
Complete the endorsement below and return to N53.

\_\_\_\_\_  
(Signature)

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FIRST ENDORSEMENT

From: \_\_\_\_\_  
To: Alternate Contracting Officer's Representative

1. Enclosure (1) is:

\_\_\_\_\_ Accepted as is.  
\_\_\_\_\_ Accepted with comments noted.  
\_\_\_\_\_ Rejected for reasons noted.

\_\_\_\_\_  
(ACOR, Date)

Encl (2)

**INSTRUCTIONS FOR COMPLETION OF ENCLOSURE (1)**

Completed form must be submitted via E-mail to Contracting Officer's (COR) or Alternative Contracting Officer's Representative (ACOR). Form can also be submitted to ACOR via E-mail.

**TITLE:** Include in this block a brief (25 letters or less) title for what is being requested.

**Examples:**

|                    |                           |
|--------------------|---------------------------|
| CEIS MANUAL UPDATE | GRAPHIC/SIGNS             |
| EQUIPMENT REPAIR   | ARMS DISKETTE UPDATE      |
| MAILING DISKETTES  | GRAPHIC/BRIEFING MATERIAL |
| SMR LISTING        | INVENTORY LISTING         |

**DELIVERY ORDER AND TASK/SUB-TASK:** The Department Heads must ensure this section is complete. Indicate the delivery order number, e.g., 32, 33, and the Task or Sub-task number, e.g., 101, 201, 301 that is applicable to the request.

**DESCRIPTION:** Include the actual description of what you need done. **Examples:**

Review current CEIS User's Manual and provide updates in area of inventory management.

**JUSTIFICATION:** Justifications must be included for all services requested. **Example:**

RSTARS diskettes required for ship being brought into the Naval Reserve Force.

DOD changed requirements for inventory management of certain activities, changes needed to update our manual.

**DUE DATE:** Due dates must be provided for **each** task requested.

**DUE DATE/WORK COORDINATION:** Dates and tasks must be coordinated with contractor before submitting task request to COR/ACOR. Please give name of contractor you coordinated with. This is necessary to ensure that contractor can do the work requested without stopping already scheduled work or rearrange priorities to accomplish requested tasker.



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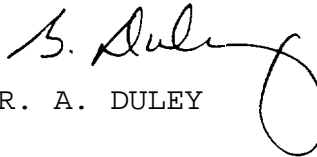
NAVRESINFOSYSOFFINST 4330.2 CH-1  
N2  
18 Aug 1998

### NAVRESINFOSYSOFF INSTRUCTION 4330.2 CHANGE TRANSMITTAL 1

Subj: UTILIZATION OF CONTRACT SUPPORT SERVICES/CONTRACT  
DELIVERABLE EVALUATION

1. Purpose. To issue change transmittal 1 to the basic instruction.
2. Action. Page 1, paragraph 4a, eighth line, after the sentence, "Submit the request to the COR for approval via your Department Head, and any other Department Head cognizant responsibility", include the following:

"Prior to submitting a Contractor Service Request (CSR), check with the appropriate NAVRESINFOSYSOFF (N5) Branch: Network Support; Client Support (desktop); and Server Support. If you have a hardware, software, or connectivity problem, you should contact the Help Desk, at commercial 504-678-7070, DSN 678-7070, or 1-800-537-4617."

  
R. A. DULEY

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